


My role with Anglicare

POSITION DESCRIPTION

Position Title:	Recovery Support Worker, Accommodation
Service/Facility/Department:	Homelessness Services Women & Families - Mental Health & Wellbeing
Direct Reports:	Nil
Key Relationships:	Internal: Anglicare managers and team members, HSWF team
	External: Service users, Government departments and agencies, community organisations

Position Statement / Overall Purpose

The overall purpose of the Recovery Support Worker, Accommodation is to provide support and practical assistance to women in HSWF accommodation; assist their capacity with practical living skills, encourage resilience, assist to implement strategies that enhance personal wellbeing; and assess safety for onsite accommodation.

The Recovery Support Worker, Accommodation will work in accordance with the values of Anglicare Southern Queensland (Anglicare) and support core business by providing service, guidance and advice within this position's specialty area.

Position Specific Credentials, Qualifications and Other Requirements

- Current Blue Card (Working with Children)
- Current Queensland Driver Licence
- Diploma in Community Services or similar; or equivalent practical experience
- Degree in Human Services or similar field (desired)

Key Selection Criteria

- Robust understanding of issues impacting single adult women and young parenting women who are at risk of homelessness
- Understanding and application of Trauma Informed practice and Recovery Oriented practice
- Experience with intervention strategies including resilience and coping for at risk women & children
- Capacity to support service users in everyday living skills, mental health and general wellbeing
- Well-developed written and verbal communication, negotiation and influencing skills
- Collaborative and productive; able to build rapport and develop relationships with a wide range of stakeholders
- Solutions-focused and self-managing with the ability to work as part of team
- Competency with Microsoft Office; capacity to learn and use other software and systems



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Key Accountabilities and Responsibilities

1. Accountability: Service delivery

Provide individual and effective support to service users

Responsibilities:

- Provide responsive support to all clients, in accordance with their individual needs and circumstances
- Undertake brief interventions using a Trauma Informed and Recovery Oriented Practice framework
- Support activities or workshops to enhance interpersonal relationships and living skills; provide strategies for coping with recovery and promotes wellbeing
- Participate in meal planning activities, including weekly shopping; assist with cooking skills
- Support best practice approaches and recognise links between interconnected issues
- Provide professional, consistent and ethical practice to improve outcomes for vulnerable women and families
- Complete intake requirements including referrals, assessments, paperwork and inductions
- Implement resources and materials, activities or workshops to enhance the skills of Service Users
- Provide ongoing program safety assessment and support where immediate intervention is required

2. Accountability: Administration

Complete accurate and timely administration duties

Responsibilities:

- Record, monitor and maintain accurate, current Service User information
- Comply with the incident and complaints reporting process
- Promote the completion of resident/Service User/staff feedback surveys
- Undertake other relevant administration tasks as required

3. Accountability: Frameworks

Establish and work within frameworks promoted by the organisation

Responsibilities:

- Work within and promote the service framework which values difference, self-determination, social justice and strengths of the families we support
- Provide assistance to implement quality practice enhancement, reviewing and supporting evidence based practice innovation and creativity
- Help to implement methodologies that increase efficiency and best practice
- Participate in relevant networks to ensure understanding of current methodologies, evidenced based practice and related issues
- Implement ongoing safety and risk assessments and identify strategies to minimise risk



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4. **Accountability: Team contribution and continuous improvement**

Contribute to a positive team environment and continuous improvement culture

Responsibilities:

- Develop and maintain positive relationships within the team
- Participate actively in staff meetings including planning and development days, and share information to improve work environment and outcomes
- Provide proactive and positive peer support to team members, where required.
- Contribute to ideas for improved ways of working and assist with the implementation of routine changes
- Undertake professional development and regular training opportunities to ensure skills meet the requirements of the role

Other Duties and Requirements

- Maintain confidentiality, including but not limited to information relating to residents, clients and employees of Anglicare and do not disclose information during or after employment
- Act in accordance with Anglicare's Code of Conduct and the organisation's policies and procedures.
- Ensure that credentials and qualifications set out in this Position Description are current at all times
- Undertake those tasks outlined on a duties list, or any other tasks delegated to you by your manager or supervisor, provided these requirements are safe, efficient, relevant, legal and within your abilities
- Undertake work practices in a safe manner and comply with work health and safety instructions, within relevant policies and procedures
- Undergo relevant evaluations and assessments, as requested by Anglicare, to ensure that the physical and functional requirements of the role can be met

Delegation of Authority:

- In accordance with the Anglicare Delegations of Authority Policy.